

## High Conflict Conversations – ADR Council Training

8/6/04 Draft

### Course Objective

The training is designed to provide state executive agency staff with skills, and opportunities to practice techniques, for moving emotionally-charged conversations toward constructive problem-solving. The simulations designed for the course will focus on relations with external customers, but the principles and techniques are applicable to *all* high conflict conversations. The final (optional) module of the course addresses issues unique to some agencies with regulatory authority, where an individual staff person may have dual compliance assurance and enforcement roles.

This is a train-the-trainer training, in which we will train at least one individual in each interested agency, and that trainer will then be responsible for offering the training to all levels of staff within their agency. We are working with interested agencies to develop agency-specific simulation fact patterns.

### Course Structure

Lecture and Simulations	Student Debriefing	+	Train-the-Trainer: <ul style="list-style-type: none"><li>• Teaching points</li><li>• Debriefing points</li></ul>
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Two sets of materials will be created:

- Course materials for use by agency trainers in training agency staff
- Train-the-trainer teaching notes

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**Agencies Potentially Interested**

Module	Content	Applicability
1	Creating and Maintaining Dialogue	All State Agencies
2	Finding the "Third Story"	
3	Mutual Gain Negotiation	
4	Negotiation Paradigms	
5	Wearing Two Hats: Dual Compliance Assurance and Enforcement Roles	Agencies with Regulatory Enforcement Authority

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## Curriculum

Module	Content	Time Allotted in Training	Total Training Time	Time for Train-the-Trainer Session
1	<p><u>Introduction and Expectations</u></p> <p>Simulation: "Win As Much As You Can" or "Platinum Paper Clips"</p> <p><u>Creating and Maintaining Dialogue</u> (principles from <i>Crucial Conversations</i>)</p> <p>Exercise(s) based on everyday facts</p>	1:45	6 hours (with breaks)	8 hours
2	<p><u>Finding the "Third Story"</u> (principles from <i>Difficult Conversations</i>)</p> <p>Exercise(s) based on everyday facts</p>	1:00		
3	<p><u>Mutual Gain Negotiation</u> (principles from <i>Getting to Yes</i> and <i>Dealing with an Angry Public</i>)</p> <p>Exercise(s) based on everyday facts</p>	1:00		

4	<u>Negotiation Paradigms</u> Agency-specific simulations (no enforcement component)	1:45		
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5	<u>Wearing Two Hats: Managing Dual Compliance Assurance and Enforcement Roles</u> Agency-specific simulations – fish bowl / stop action structure	2:00	8 hours	10 hours
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